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ANNUAL REPORT
BENEFITS AND COUNSELING BRANCH
BENEFITS AND SERVICES DIVISION
OFFICE OF PERSONNEL

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Section I

Major Accomplishments and Significant Developments

1 July 1961 - 30 June 1962

Included in this report is a statistical summary which, when studied with our narrative comments, will reveal to the reader a continuation of the high level of activity attained by the Branch in the previous reporting period.

We should note at the outset that the number of manhours devoted to Branch programs cannot be measured entirely by statistical reporting of cases handled. Within each activity, cases will require a varying degree of time and effort. For example, some death cases may require extensive after-hours activity, frequent contact with next of kin, liaison within the Agency and other Federal agencies, and often with private attorneys; others may require little effort of this type. While some cases can be fully processed in a few weeks, others may require months of continued effort. The same is true with respect to medical claims, retirement, missing in action cases, and our other programs.

Casualty Program

1. This activity was unusually pronounced during the fiscal year because of an increase in the number of death cases and because of certain complications associated with several of these cases. However, the procedures established over the years for handling of death cases, both in the field and at headquarters, again proved adequate.

2. During the period, the Branch Chief continued his participation in the sensitive DPD-DDP death cases reported in the previous annual report and assisted in the resolution and settlement of the various benefits that were available. Included in this settlement was the establishment of a special trust fund in a commercial bank for the payment of equivalent benefits of the Federal Employees' Compensation Act. Procedures have been developed with the Office of General Counsel, the Comptroller, and DPD for proper documentation and monitoring of payments from this trust fund until such time as the Agency is allowed to release these cases to the Bureau of Employees' Compensation. During this same period of settlement, it was necessary to visit the most senior security officer at

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the Veterans Administration to secure his assistance in obtaining VA awards in these cases with a minimum of security disclosure.

3. As a result of a referral of a problem concerning the manner in which certain types of employees were being utilized by the Agency, a special study on advance planning for casualties was prepared and submitted to the Deputy Director (Support) and the Deputy Director (Plans). The principal result of this study was the approval by the two Deputy Directors of the establishment of a Casualty Group, which would be charged with responsibility for assisting in the planning for the contingency of casualties and for the handling of casualty cases when they occur. The Casualty Group is headed by the Office of Personnel with representation by the Office of Security, CI Staff, and the Office of General Counsel in an advisory capacity. Nominations were obtained from each of the components where casualties might be anticipated for representatives to assist the group in its review of the problems associated in their respective offices.

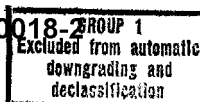
4. The Branch Chief attended meetings in the initial phases of discussion on the need for establishing a special self-insurance mechanism through which special insurance needs might be satisfied in sensitive cases. The ultimate result of this review has been the approval of a self-insurance mechanism and it is expected that the Branch will be asked to participate in the resolution of problems on casualties as they arise.

5. The Branch Chief also attended meetings with the Director of Security and representatives of DPD on employment arrangements for a new high-level DPD project. In addition, the Branch developed certain types of documentation for use by DPD during its recruitment of specialized personnel for this new project by which many of the difficulties encountered in past casualty cases might be avoided.

6. We note with great pride that during the reporting period the Branch was freely and fully consulted on many peculiar security and cover situations and we feel this participation by the Branch is the result of past assistance rendered to Agency components.

7. There was a great variety of employee emergencies handled by the Branch during the reporting period. One hundred and eighty-six serious illness cases, many of which were psychiatric, of employees and 41 of dependents were handled. In addition, there

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were 30 employee death cases and 15 dependent death cases. Causes of employee deaths were : heart, 15; cancer, 7; suicide, 2; accidental, 2; uremic poisoning, 2; miscellaneous diseases, 2. Three decedents were age 60 or above, 9 were between the ages of 50 and 60, and 18 were under the age of 50.

Missing-in-Action Cases

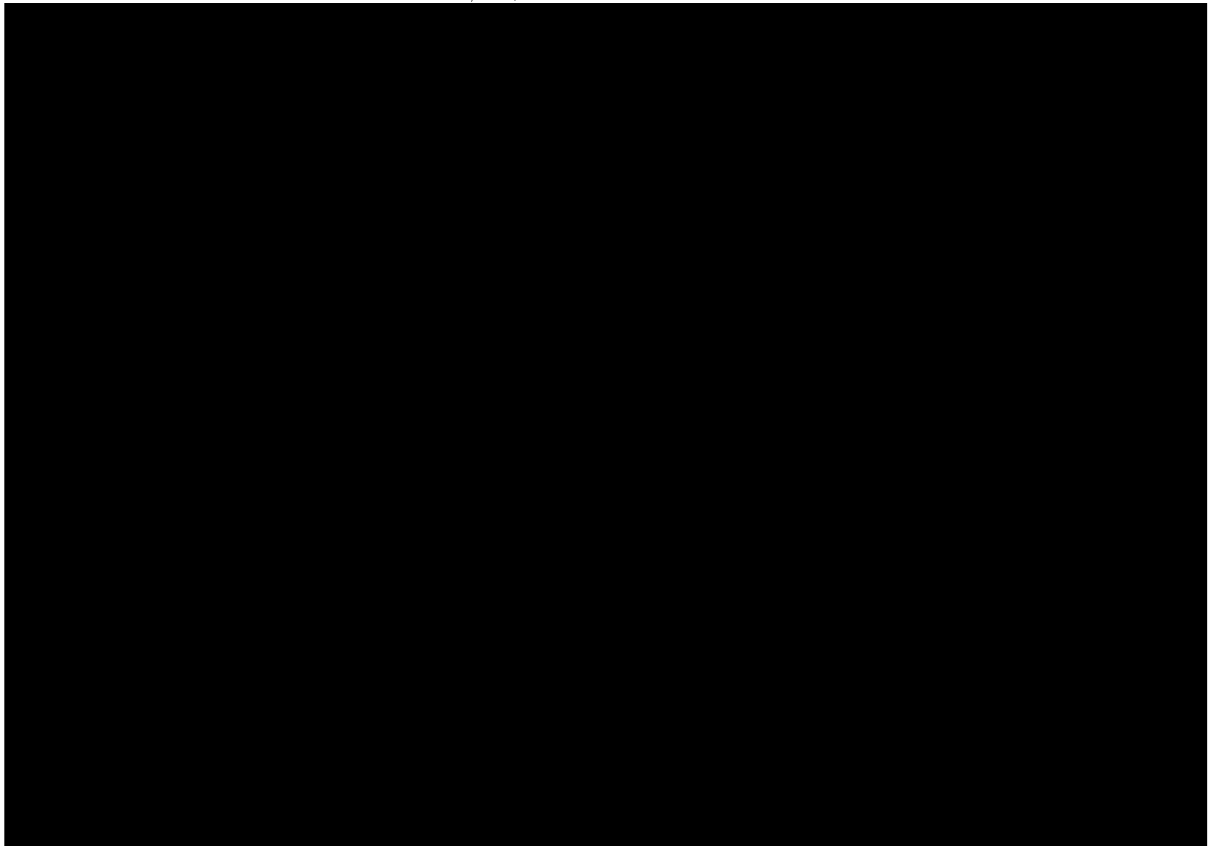
1. This activity required and consumed more of the Branch Chief's time during the reporting period than in any other reporting period. For security reasons only highlights of this activity will be discussed in this section since the full extent of the nature of our work in these cases has been regularly reported to the Director of Personnel.

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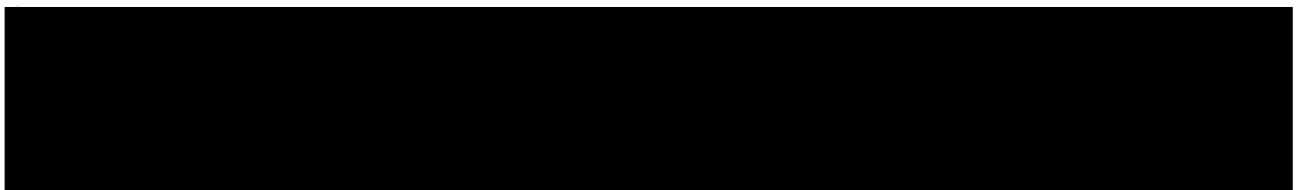
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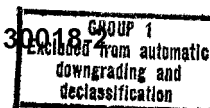
Retirement Program

1. As in the previous reporting, the Branch's retirement activity again increased from the previous period and required a heavy output of man hours. Retirement interviews increased from [REDACTED] during the previous period to [REDACTED] in the current period. Since many of these interviews normally require hours of discussion and analysis, we are still concerned about the impact of the retirement activity on the Branch. Thus far, internal adjustments of personnel to meet the requirements of this activity have succeeded but any further increase will present manning problems.

2. The number of retirement applications processed increased from 103 in the previous period to 116 in the current period. Of the total of 116, 73 were for optional retirement, 34 were for disability retirement, 7 were for discontinued service, and 2 were mandatory.



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4. The Branch Chief met with the Director, Bureau of Retirement and Insurance, Civil Service Commission on retirement questions associated with Agency personnel declared surplus.

Federal Employees' Group Life Insurance

There were no significant developments during the reporting period although the attached statistical data sheet will show increased activity.

Compensation and Medical Claims

1. The Branch Chief and Division Chief met with the Acting Deputy Director, Bureau of Employees' Compensation for a discussion of the effect of the Bureau's decentralization on the processing of Agency compensation cases. Subsequent meetings and conversations have led to a decision that the Bureau will continue its normal handling of our claims as in the past, with one exception—the actual issuance of checks in payment of benefits which have been awarded. The Branch Chief has initiated a review by the Office of the Comptroller to determine whether or not the Agency is able to assume this one requirement in these cases.

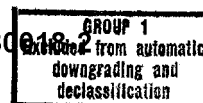
2. The Branch Chief participated in meetings with the Medical Staff on a review of a proposed Medical Staff change in its definition of dependents for purposes of medical evaluation.

3. The Branch reviewed changes in the Foreign Service Medical Program as concerns medical travel and prepared a paper to the Director recommending adoption of the Department of State's expanded medical travel authority. As of the moment, the Director has not yet approved this recommendation.

4. As shown in the statistical summary, 601 employee claims were handled by the Branch during the reporting period : 244 of these claims were pressed by the claimants for reimbursement of medical expenses or payment of compensation or both. Of the 244 pressed claims, 94 were processed with the Bureau of Employees' Compensation and 149 were processed internally under the Overseas Employee Program. One claim was handled as a split case.

5. Excluding pending cases carried from the previous report, the following comparison may be made between the current fiscal

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year report and previous fiscal year reports of new cases:

	<u>BEC</u>	<u>Overseas Program</u>
FY 1962	94	149
FY 1961	136	148
FY 1960	111	138
FY 1959	93	134
FY 1958	83	129
FY 1957	107	108
FY 1956	87	42
FY 1955	75	27
FY 1954	51	50
FY 1953	40	34

6. One hundred and ninety-nine new dependent claims were also processed by the Branch. The following comparison with previous reports may be made :

FY 1962	199	
FY 1961	190	
FY 1960	181	25X9A2
FY 1959	209	
FY 1958	213	
FY 1957	93	

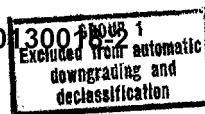
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7. It is noted that the number of BEC claims decreased. We can provide no explanation for this except to comment that job-connected injuries or illnesses can fluctuate rather sharply without any relevant cause for the fluctuation. Significantly, there was an increase in the number of Forms CA-1, Employee's Report of Injury, filed from [REDACTED] during the previous period to [REDACTED] during the current period. This increase in the reporting of injuries may be the result of increased employee awareness of the need to record job-connected injuries, an emphasis we constantly give in our continuing educational program on statutory benefits.

8. The Agency's Overseas Program for employees and dependents has achieved the stability forecast in previous annual reports.

Employee Counseling

1. There was an increase in counseling cases, 119 as compared with 72 from the previous period. Indebtedness complaints decreased

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from 137 in the previous period to 111 in the current period. As part of our normal procedures in chronic cases, the Branch worked closely with the Special Assistant to the Director of Personnel in those instances where his review of possible disciplinary action might be warranted.

2. Sick Leave requests also decreased from 266 during the previous period to 243 for the current period.

3. This report should record that considerable attention was given by the Division Chief to the absence of an adequate counseling program, in the professional sense, in the Agency and that some effort was made to identify the various steps that must be taken in order to provide an adequate program.

Welfare Fund

1. During the reporting period, the number of welfare loans made increased by 9 from the previous reporting period to 31, totaling \$3,609.45.

2. Branch representatives also served as counselors/interviewers for PSAS loan applications.

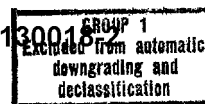
Recreation Program

1. The most dramatic program change which occurred in the Branch was the Recreation Program. As a result of personal efforts of the Division Chief, the appointment of a new recreation officer, and considerable high-level support for an improved recreation program, the move to the headquarters building precipitated an almost revolutionary change in the nature and scope of this activity. Many existing activities were completely revitalized, resulting in an overwhelming Agency response and increased membership. New clubs have been established with the same effect.

2. The Division Chief, recognizing the limitations on the recreation program imposed by existing sources of income, initiated an investigation of other means by which to obtain recreation funds. This review is still being conducted and it is hoped that additional money may be obtained.

3. Security approval was obtained for employees in the IAS pool to participate in those activities which did not require the use

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of the Agency badge. Security approval was also obtained for families of Agency personnel to participate in those recreational activities conducted outside of the Agency buildings.

4. Arrangements are being made for the issuance of a monthly recreation publication concerning those recreational activities available to Agency personnel.

5. As of the end of the reporting period, there were 1489 recorded participants in the recreation program.

Savings Bond Campaign

1. For the first time since 1955, keymen were used as canvassers during the Agency's 1962 Savings Bond Campaign. In addition, the Consolidated Charities Committee assisted in planning for the campaign and made keymen available as canvassers.

2. Program promotion during the current campaign included the following :

- (a) All-employee memorandum at Headquarters and a Field Notice, both signed by Director
- (b) Promotional leaflets distributed to all vouchered employees with pay checks on 11 May and 22 June 1962
- (c) Briefings of 250 of approximately 400 keymen who served as canvassers
- (d) Showings of two Treasury movies to keymen and to employees at [REDACTED]
- (e) Artwork in June Support Bulletin
- (f) Posters (two sets) on bulletin boards and in buses

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3. Results of the current campaign are shown below:

Net Increase in Payroll Savers:	FY61	FY62	Improvement	
			Net	Percentage
(a) During Campaign (May-June)	92	479	387	421%
(b) During Fiscal Year	55	351	296	538%
No. of Payroll Savers at Year-end	2463	2814	351	14.3%

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4. During Fiscal Year 1962, Agency employees saved \$1,003,982 in payroll deductions which purchased 31,170 Savings Bonds worth \$1,395,125 at maturity. The average saved per payroll saver during the year was \$403.85.

5. It is noted that the dollar volume reported for the current period is slightly less than the figures indicated in the previous report despite the increased emphasis given to the current campaign. Final figures for the current campaign will not be available until August, at which time it is expected that improvement will be shown.

Blood Donor Program

1. As shown in the following figures, total donations decreased during the current reporting period.

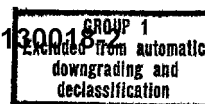
	<u>1958-1959</u>	<u>1959-1960</u>	<u>1960-1961</u>	<u>1961-1962</u>
Blood Donors	1637 (135 donors per month)	1538 (128 donors per month)	1380 (115 donors per month)	1264 (105 donors per month)
Blood Replacements	100	115	111	138
Decrease in Donors	264	99	158	116
Increase in Replacements	16	15	--	27

2. The decrease in the number of donors this fiscal year was probably caused by the move to the headquarters building which necessitated readjustments in scheduling and the loss of participation of certain offices when donor day fell on or close to their actual moving date.

3. Since our move to Headquarters, Agency blood donations have been received by a bloodmobile set up for the Agency in the McLean area. Arrangements are in process for the bloodmobile to come to the building. It is anticipated that this arrangement will considerably increase the number of donations. Blood Donor Day in D. C. has continued as usual for those still in the area.

4. A survey of keymen and a promotion meeting were conducted in April.

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Car Pools

1. With the move to Headquarters building, it became necessary to intensify efforts at establishing car pools. In response to Relocation Bulletin No. 9, which was distributed on 31 August 1961, a total of 1293 questionnaires were received and a total of 498 referrals (including 368 drivers and 446 passengers) were made through 30 June 1962. A total of 118 driver-take passenger pools (representing 358 passengers and 136 drivers), and rotating car pools (representing 376 drivers) have been made.

2. Branch representatives assisted in the review of Agency policy on a new Car Pool Locator System made available by the General Services Administration. The new system has been approved and will be installed on the first floor of the Headquarters building. The system will be a self-service operation and will be made available to all Agency employees who wish to participate. Instructions for the use of the new Car Pool Locator System will be issued through the means of a Relocation Bulletin.

Miscellaneous

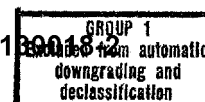
1. The Branch continued its educational efforts and conducted hundreds of personal briefings and several group briefings throughout the Agency on Branch programs. In addition, the Branch Chief and Division Chief met with the Medical Staff, Psychiatric Division for several hours for a mutual discussion of related interests in psychiatric cases.

2. Many meetings were held with the Special Assistant to the Director of Personnel concerning the processing and separation of Agency personnel declared surplus to the Agency's needs. Special clearance and out-processing arrangements were developed for the smooth and orderly processing of these individuals.

3. The Branch initiated a review with the Office of Comptroller of out-processing and clearance procedures of separating Agency personnel. An agreement was reached for a representative of the Office of Comptroller, when appropriate, to sit with the Branch unit on the clearance day in order to handle pay inquiries that might arise.

4. The Branch Chief participated with the Division Chief in discussions of the Resignee Interview Program.

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5. The Branch Chief accompanied the Division Chief to a briefing of the Deputy Director (Support) on Branch programs.

6. Liaison with other Federal agencies on Branch activities was maintained at a high level.

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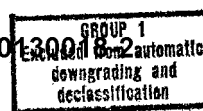
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STATISTICAL DATA

1 July 1961 - 30 June 1962

<u>Casualties Reported</u>	<u>FY 1961</u>	<u>FY 1962</u>
1. Serious illnesses-----	171	227
2. Deaths		
Employee-----	28	30
Dependent-----	3	15
 <u>Retirement</u>		
1. Interviews-----	1305	1711
2. Service Credit-----	80	60
3. Retirement-----	103	116
4. Direct Refund-----	4	0
5. Death Benefits-----	23	32
6. Special Handling-----	136	267
 <u>Federal Employees' Group Life Insurance</u>		
1. Agency Certification of Insurance Status-----	133	230
2. Death Claims-----	22	31
3. Request for Insurance-----	32	36
 <u>Unpaid Compensation</u>		
Total Claims-----	28	32
 <u>Pre-exit Interviews, Exit-processing, Counseling, and Associated Activities</u>		
1. Resignations - Separations		
Summer Employees-----	202	218
Retirement-----	92	94
Deaths-----	22	27
For Military Service-----	32	79
Other-----	1413	1441
Total-----	1761	1859
2. Advanced Sick Leave-----	266	243

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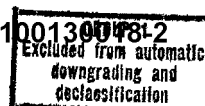


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	<u>FY 1961</u>	<u>FY 1962</u>
3. Leave Without Pay, including maternity-----	412	461
4. Counseling-----	72	119
5. Indebtedness Complaints-----	137	111
6. Income Tax Assistance-----		313
<u>Compensation and Medical Claims - Employee</u>		
1. Claims Activity		
Total Cases-----	553	601
New Claims Pressed-----	288	244
New Claims Not Pressed (CA-1)-----	265	357
2. Nature of Claims Processed		
Total Claims Processed-----	288	244
Medical Expenses-----	261	230
Compensation-----	12	1
Both-----	15	9
Funeral-----	0	2
Travel-----	0	2
3. Ultimate Method of Processing		
Total Claims Processed-----	288	244
BEC-----	136	94
4(a)(5)(C)-----	146	149
BEC Type-----	1	0
Split Case-----	5	1
4. Action Taken on Claims		
Total BEC Cases-----	136	94
Approved-----	19	20
Rejected-----	7	4
Withdrawn or Inactive-----	12	7
Pending-----	98	63
Internal		
Total 4 (a)(5)(C) Cases-----	146	149
Approved-----	111	104

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	<u>FY 1961</u>	<u>FY 1962</u>
Rejected-----	12	14
Withdrawn or Inactive-----	0	0
Pending-----	23	31
Total BEC-type Cases (approved)-----	1	0
Total Split Cases-----	5	1
Approved-----	5	1
Pending-----	0	0

Medical Claims - Dependents

Total Cases-----	190	199
Approved-----	115	134
Rejected-----	32	16
Withdrawn-----	0	0
Pending-----	43	31
Inactive-----	0	18

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Section II

Plans for Fiscal Year 1963

1. A factor which controls program planning for FY 1963 is the personnel ceiling which has been imposed on the Office of Personnel. As noted in Section I, Branch activity continues at a high rate. In addition, there are a few programs which have not been fully developed and which have yet to attain maximum effectiveness, e. g., counseling. If additional personnel may not be authorized, it is essential that we identify immediately those areas where economy of time and manpower may be achieved, and this goal becomes our major target for FY 1963.

2. Within the limits of available manpower, we expect to implement our Casualty Group responsibilities. If some initial success in advance planning for casualties can be accomplished, we predict that the Casualty Group will develop into a major Branch function.

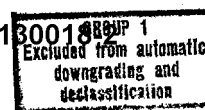
3. We anticipate an increase in our activity on current MIA cases in view of plans for the Branch to assume the contact function in a case presently handled by the Office of Security.

4. The Branch's retirement activity continues to be a source of concern. Already at a high level and consuming a considerable portion of available manpower, we foresee even further increases in this activity. With adjustment of personnel we have been able to meet current requirements. We may, however, reach a point in FY 1963 when other Branch programs may suffer unless additional personnel become available.

5. In our overseas medical program, we expect the Director of Central Intelligence to adopt the Department of State's expanded medical travel authority. The new authority should have no significant effect on workload, but it will result in an increase in expenditures, a factor that was included in our budget request for FY 1963.

6. Continued increase in the Recreation activity can be anticipated. New programs are being planned, e. g., Bridge Club, Book Review Club, and existing programs will be revitalized--all of which should result in a dramatic increase in the number of participants. Hopefully, the Recreation Program will attain full stature during the coming year.

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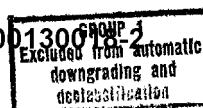


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7. Within the limitations of space, we plan to develop an out-processing center--a "one-stop" clearance point for separating employees.

8. We plan to review all regulatory issuances governing Branch programs and to recommend revisions where appropriate.

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Section III

General Objectives of Fiscal Year 1964

No program changes are being contemplated at the present time for Fiscal Year 1964.

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